

CounterPath X-Lite

Download, Install & Configure Document

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Download

You can obtain the X-Lite Softphone by going to www.voipyourlife.com/pc2phone.html and selecting the link to the product that matches your operating system. This is approximately a 6MB download. Once you have downloaded the file, use the following instructions to install and configure it for your account.

Install

1. Double click on the X-Lite installer file. You may be prompted with a warning message by machines running Windows XP. On this warning you will have a Run and Cancel option. Click on Run to continue. If you do not get this window, continue with the next step.

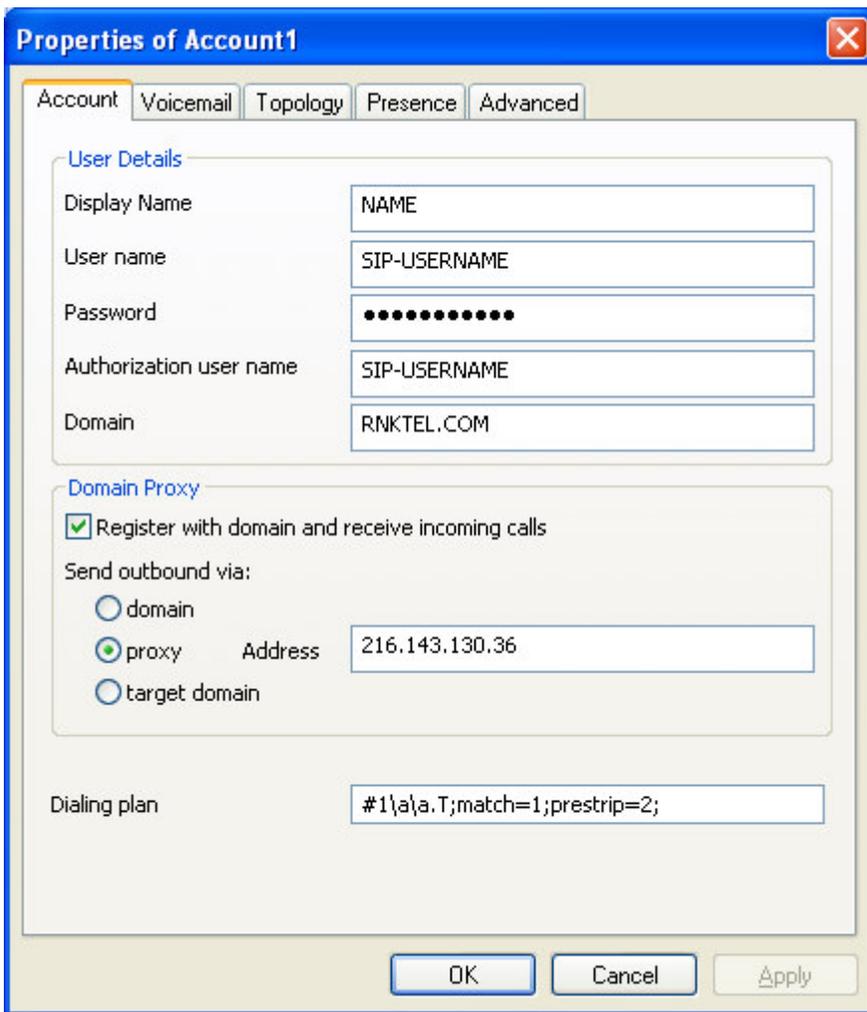


2. You will now get a window with a title of “Welcome to the X-Lite Setup Wizard” click the Next button to continue.
3. The next screen is the license agreement, you will need to toggle the “I accept the agreement” and then click the Next button to continue.
4. The next window lets you decide where to install the software on your computer. We suggest that you install it in the default location but just clicking the Next button to continue.
5. It is suggested that you leave the settings on the next screen as they are selected and click the Next button to continue. The only feature you may want to change is if you do not want X-Lite to start every time your computer starts. To disable this feature, just uncheck the box next to the option on the screen.
6. At this point you will see a progress bar as the software installs on your computer, when it finishes you will be given a final screen with a Finish button. Check the box to Launch X-Lite so that when you press Finish it will start the program and we can configure it for your service. If you forget to check this, there should be an icon on your desktop which you can double left click on to start the software. Click Finish to continue and move on to the next section of the documentation.

4. On the SIP Accounts window you will want to click **Add** to add your account information to the software. You will get a window with several tabs along the top ... Account, Voicemail, Topology, Presence and Advanced. Below you will find screenshots and tables showing each of these tabs. We have tested the software with the following settings and found it to work, though if you have firewall software (Windows Firewall, Norton Internet Security, etc) OR a router you may have problems receiving inbound calls. In either case you may need to setup port forwarding for ports 16000 to 16500 for UDP traffic. If you do not know how to configure port forwarding, please refer to the manufacturer/developer of your firewall device/software.

a. **Account Tab**

The first and most important tab you need to populate when adding a new account is the Account tab. This tab has your SIP account login and password, as well as the server address and stun settings for the service to work. If any of these setting are not correct it may affect your service. All information you enter on this screen can be case sensitive so that an “a” and an “A” are not the same.

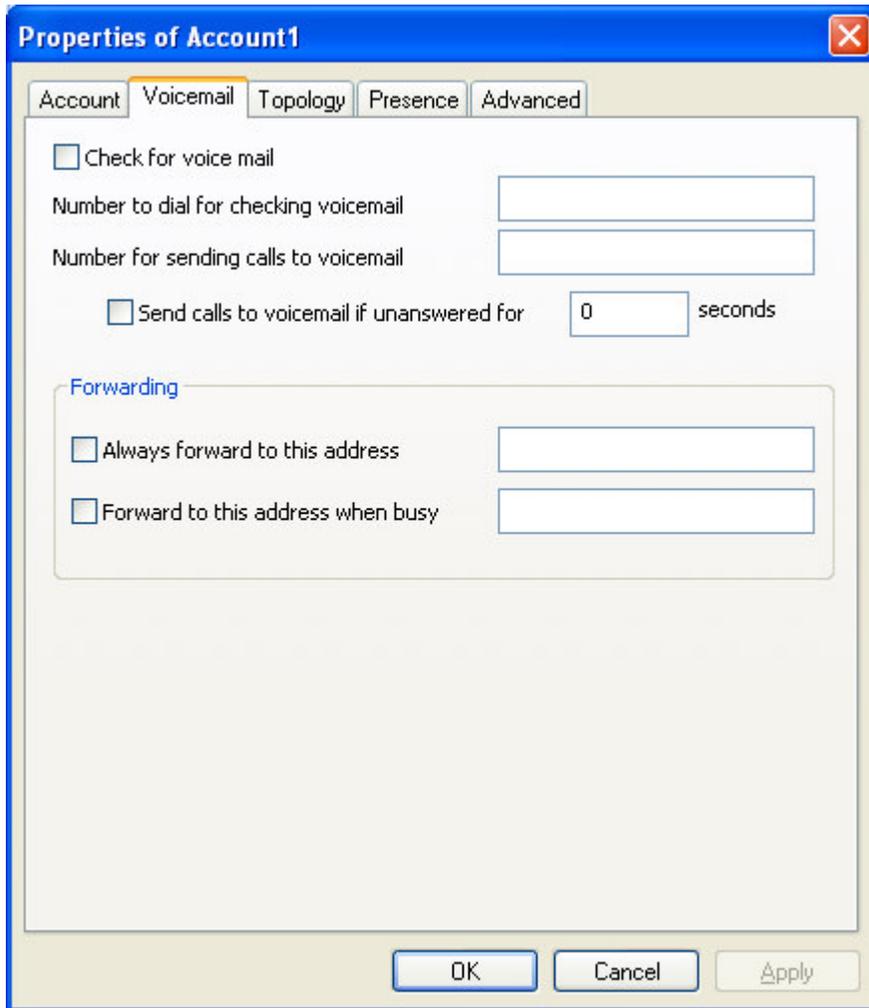


Display Name	<i>Name (Not Caller ID Name)</i>
User name	<i>SIP-USERNAME</i>
Password	<i>SIP-PASSWORD</i>
Authorization user name	<i>SIP-USERNAME</i>
Domain	<i>RNKTEL.COM</i>
Register with domain...	<i>CHECKED</i>
Send Outbound via	<i>216.143.130.36</i>
Dialing plan	<i>LAVE DEFAULT</i>

b. Voicemail Tab

On this tab the only change that you need to make is to un-check the “Check for voice mail” option as at this time it is untested with our service. You will need to use the same method to check your voicemail with X-Lite as if you were using a VoIP device with attached phone.

Once configured it should look like this ...



The image shows a screenshot of a software dialog box titled "Properties of Account1". The dialog has a blue title bar with a close button (X) in the top right corner. Below the title bar are five tabs: "Account", "Voicemail", "Topology", "Presence", and "Advanced". The "Voicemail" tab is currently selected and highlighted in yellow. The main content area of the dialog contains the following options:

- Check for voice mail
- Number to dial for checking voicemail: [Empty text box]
- Number for sending calls to voicemail: [Empty text box]
- Send calls to voicemail if unanswered for [0] seconds

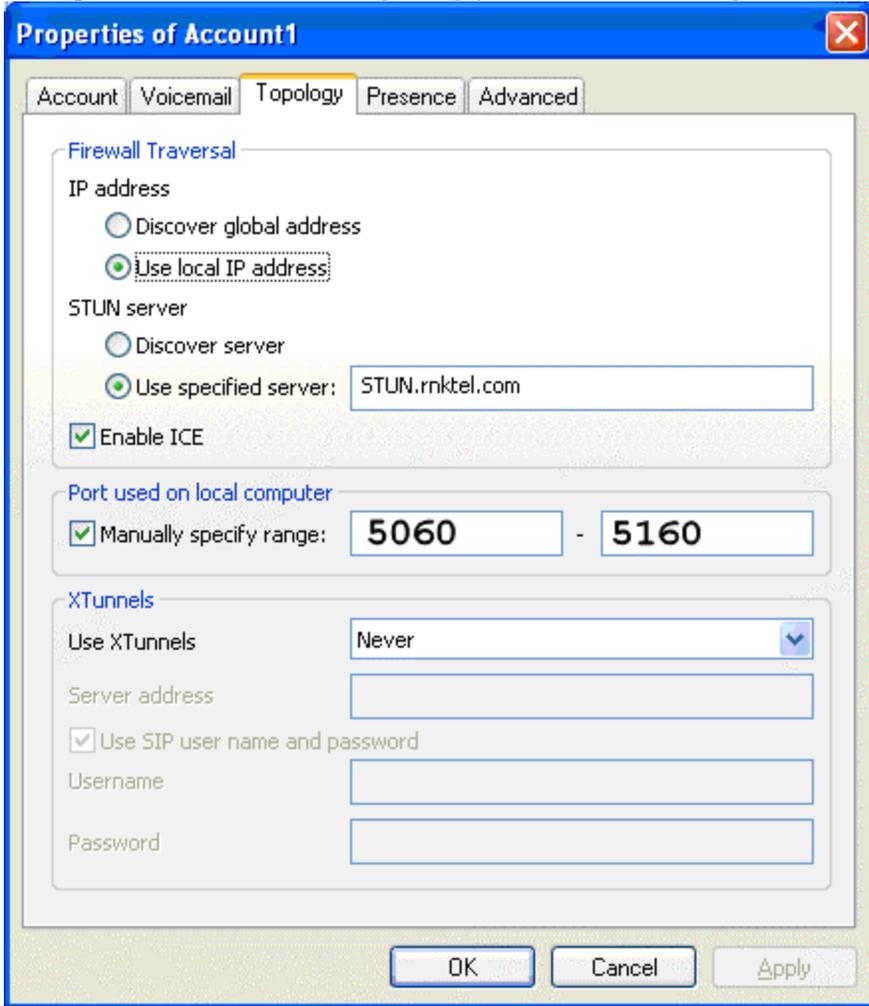
Below these options is a section titled "Forwarding" in blue text, which contains two more options:

- Always forward to this address: [Empty text box]
- Forward to this address when busy: [Empty text box]

At the bottom of the dialog box are three buttons: "OK", "Cancel", and "Apply".

c. **Topology Tab**

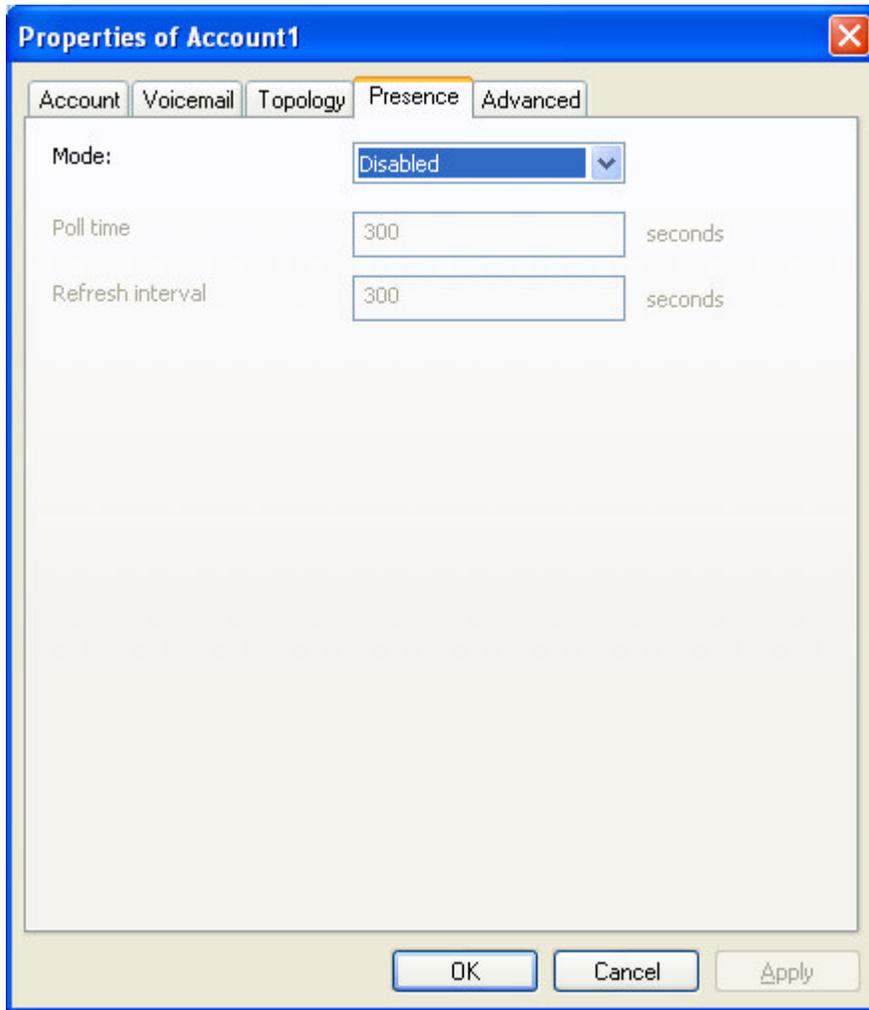
The Topology Tab is important because it will specify how the device will be able to receive inbound calls when behind a firewall. At this time, this is untested but the following settings will allow us to attempt different solutions at getting your service working and are currently recommended.



IP Address	<i>Select User Local IP Address</i>
STUN server	<i>Use Specified server and enter STUN.RNKTEL.COM as the value.</i>
Enable ICE	<i>CHECKED</i>
Manually Specify Range	<i>CHECKED and then enter 5060 –5160 as the values.</i>
Use XTunnels	<i>Never</i>

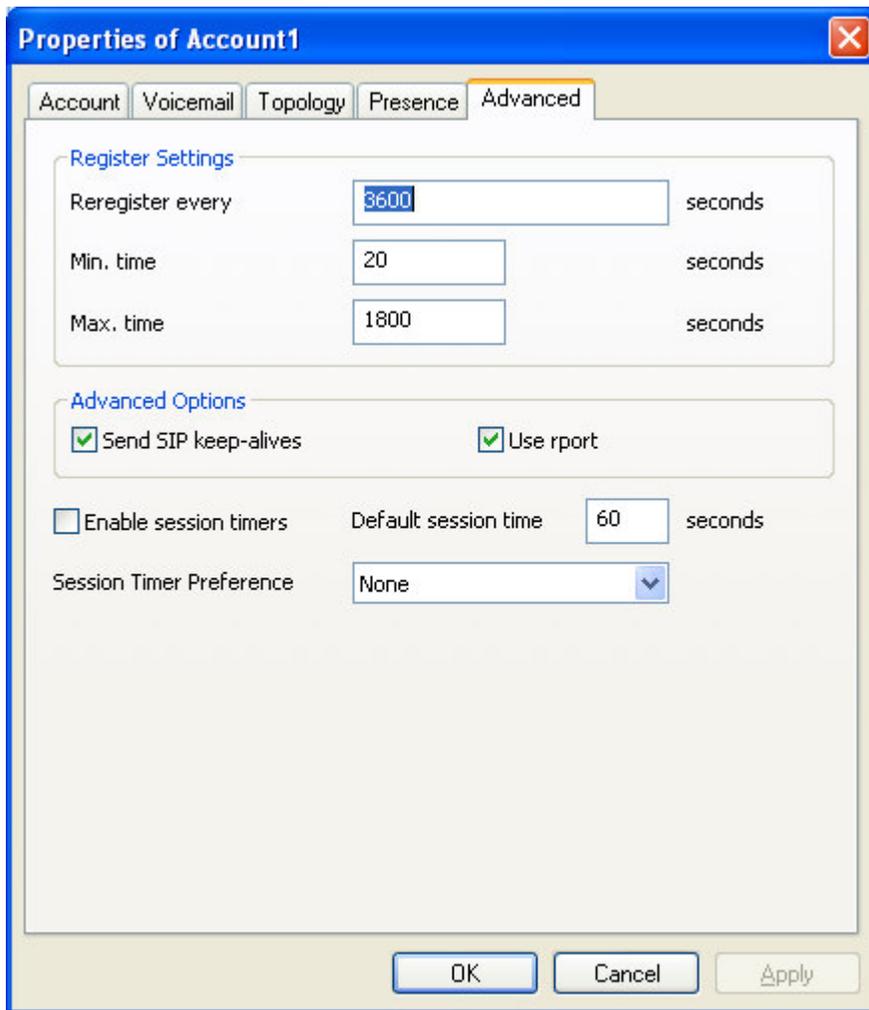
d. **Presence Tab**

On the Presence Tab you must set Mode to Disabled. Your screen will look like this ...



e. **Advanced Tab**

On the Advanced Tab there are some service required settings.



Reregister every	<i>3600</i>
Min Time	<i>20</i>
Max Time	<i>1800</i>
Send SIP keep-alives	<i>CHECKED</i>
Use rport	<i>CHECKED</i>
Enable Session Timers	<i>UNCHECKED</i>
Session Timer Preference	<i>NONE</i>